

PROCESSING OF ENTERPRISE MESSAGES INTEGRATING
VOICE MESSAGING AND DATA SYSTEMS

ABSTRACT OF THE DISCLOSURE

An enterprise system includes multiple disparate information systems, such as voice and data systems. An integration server provides for the interaction of information between these systems through the use of enterprise messages and processing rules. Enterprise messages allow for the association of information from disparate information systems, while the processing rules allow for automated interaction between users and information in the disparate information systems.